

# Job Description



Staffordshire University Services Ltd

General Details	
Job title:	Hospitality Assistant
Faculty/Service:	Estates & Commercial Services - Catering
Normal Work base:	Staffordshire University
Tenure:	Permanent
Hours/FTE:	30hrs. 36 weeks
Grade/Salary:	Grade 1
Date Prepared:	August 2019

Job Purpose
<p>We are looking for a Barista to prepare and serve hot and cold beverages, including various types of coffee and tea.</p> <p>Barista responsibilities include educating customers on our drinks menu, making recommendations based on their preferences, up-selling and stock rotation. To be successful in this role, you should have customer service skills and knowledge of how brewing equipment operates. You should also be able to work various shifts.</p>

Relationships	
Reporting to:	Catering Manager / Head Chef /Team Leader, Supervisor
Responsible for:	N/A

Main Activities
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Whilst flexibility is required at all times, the main focus and specific range of duties for each role of Hospitality Assistant will vary depending upon the location of the role, the particular strengths of individuals and the range of business demands at any time. The typical range of duties of this post will include:

- Provide excellent customer service.
- Prepare and serve food within correct portion control as directed.
- Ensure food is displayed and restocked appropriately in the retail area.
- Ensure that an adequate supply of food products, crockery and cutlery etc. is available for customer use.

- Ensure that all servery equipment is correctly stocked, cleaned and in good working order.
- Hospitality and events service when required.
- Undertake duties within the dish wash area as required.
- Work towards and maintain agreed performance standards.
- Operation of cash registers and, when required, to assist the Hospitality team leader in cash reconciliation and safe deposit of the cash in the safe, in line with Departmental procedures and University financial regulations.
- Ensure that agreed Health and Safety, food hygiene, fire procedures and standards are followed.
- Undertake any training as identified in appraisals.
- Undertake any other duties and responsibilities as may be reasonably required from time to time by the Hospitality team leader, Head Chef or Catering Manager.

### Special Conditions

Currently, the working week for this position is normally Monday to Friday but where on occasions when business dictates, the post holder can be required to work any five days within each seven day period (Monday to Sunday). Where this flexibility is required for events during week-ends and a change in the working week is necessary, the role holder will be provided with as much notice as practicable. In addition, the demands of the service will also require extra hours of working from time to time for which time off in lieu or payment will be made according to the University remuneration arrangements for staff.

The post holder may be required to work at other University sites from time to time according to the needs of the service.

The post-holder will be required to attend relevant training courses related to the duties of the post as directed by the Catering Manager or Head Chef.

Within the context of the main activities some heavy lifting will be required.

Uniforms will be provided which must be worn whilst on duty, you will be responsible for the laundering of own uniform.

### Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).  
Staffordshire University Services Limited (SUS Ltd) is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Services Limited (SUS Ltd) Pension Scheme

### **Informal Discussion**

Should you wish to discuss this vacancy informally before making an application please contact:

### **Application Procedure**

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

## Person Specification

**Job Title:** Hospitality Assistant

**Faculty/Service:** Estates and Commercial Services

*The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.*

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Excellent customer service skills with demonstrable customer service experience	E	A/I
2	Good communication and interpersonal skills	E	A/I
3	Experience of working within a busy hospitality environment (preferably in a front of house position)	D	A/I
4	Enthusiastic and flexible approach	E	I
5	Committed team player	E	A/I
6	A willingness and ability to work flexibly at weekends and during evenings when necessary	E	I
7	Clean driving licence and willingness to undertake van driving duties	D	A/I
8	Some experience of function work	D	A/I
9	Knowledge of basic Health & Safety and Food Hygiene Procedures e.g. basic food hygiene	D	A/I

The University has produced a competency framework which outlines the core competencies and behaviours that are required for roles within Estates & Commercial Services. The core competencies that will be measured for this role during the assessment process are as follows:

10	Effective communication – Actively listens. Communicates information effectively	E	I
11	Delivering Results – Is professional and polite in all dealings with customers, providing a quality service. Readily supports and adapts to change	E	I
12	Responsible team member - enable the team to perform at its best by proactively contributing to the creation of a good team atmosphere. Support and encourage the team to develop	E	I
13	Planning and Organisation – Adopt a clear approach to planning, prioritising and organising work, making effective use of time and resources	E	I

**\*Key**

**[A]** Application form

To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'

**[I]** Interview

To be assessed during the interview process including selection tests or presentation, as appropriate